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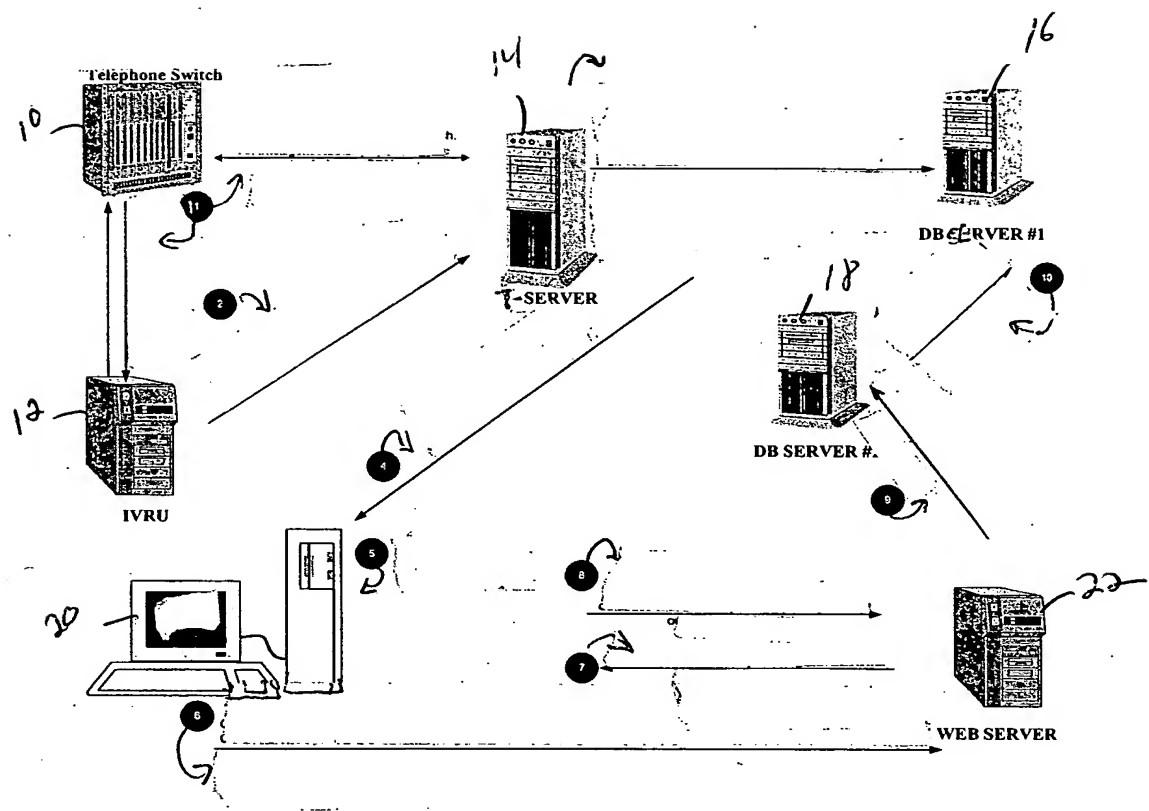
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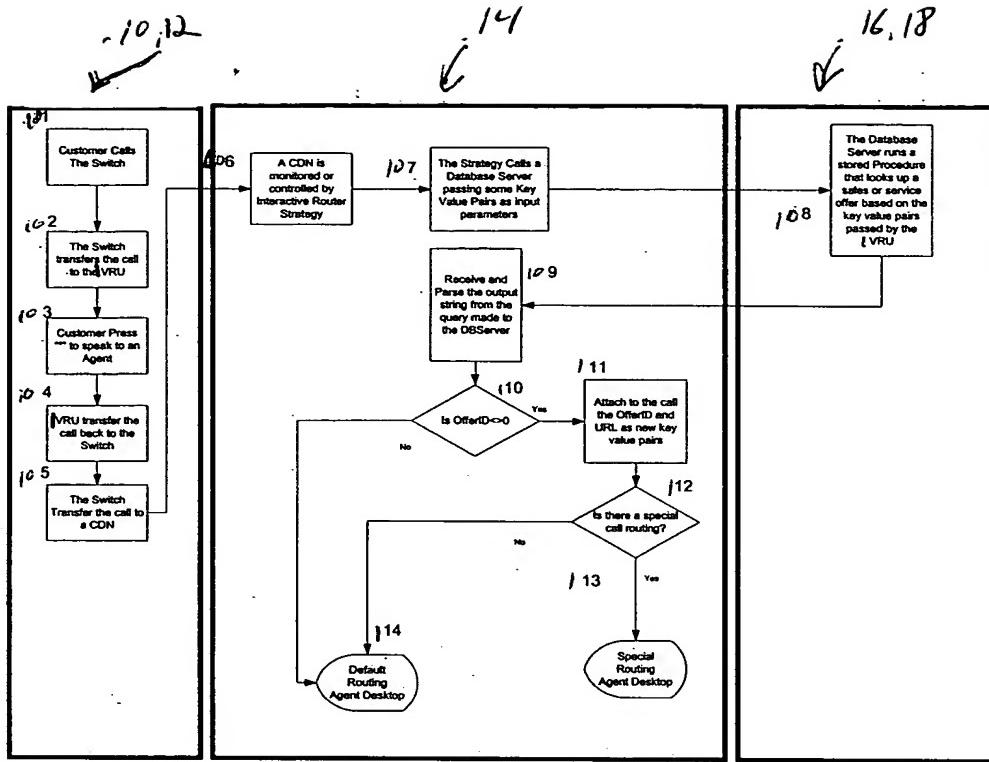
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- TEXT CUT OFF AT TOP, BOTTOM OR SIDES
- FADED TEXT
- ILLEGIBLE TEXT
- SKEWED/SLANTED IMAGES
- COLORED PHOTOS
- BLACK OR VERY BLACK AND WHITE DARK PHOTOS✓
- GRAY SCALE DOCUMENTS

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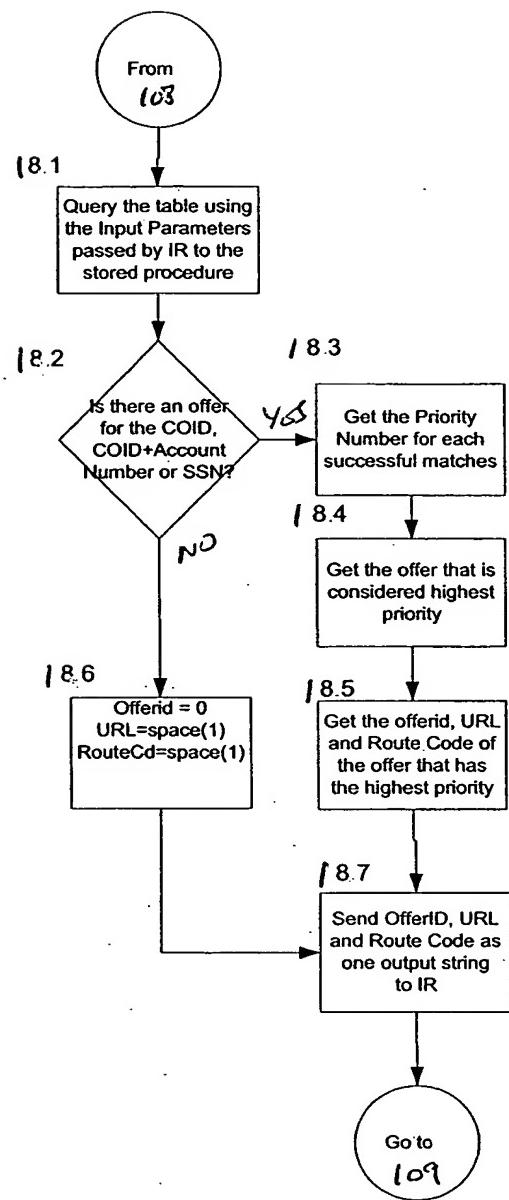
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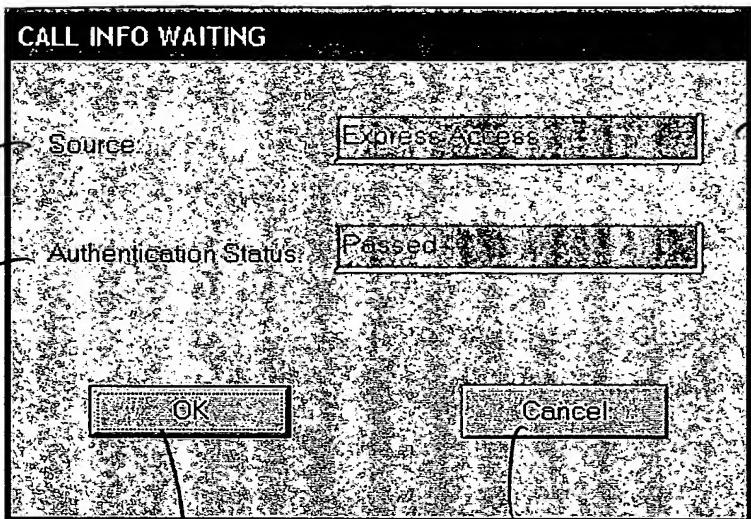


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WIN

Customer Information View (CIV) - Relationship

File | Applications | Settings | Maintenance | Solar | Look Up | Col Editing | Help

| | | | | | |
|---|---------------------------------|--|---------------|-------------------------|-----------------------|
| Customer Name: John Buick | SSN/EMR: 512345678 Username: | ON FICO? Information Internal Share: Yes External Share: Yes | | | |
| Relationship (A11): | Profile (A12) | Channel (A13) | Account (A14) | Credit/Investment (A15) | EPayment (A16) |
| Name: | John Buick | Employee: | Birth Date: | Indicator: | Customer Password: |
| Alias Name: | | | 07/18/1948 | Potential | 1234 |
| Address: | 99 Main St Concord, CA 95568 | Alias Type: | | Collection: | All Satisfaction Okay |
| Phone - Personal: | 616 2241223 | Phone - Business: | 616 2961234 | Company ID: | 999 Wells Fargo Bank |
| Screen Selection: <input type="checkbox"/> Go to Host <input checked="" type="checkbox"/> Remarks | | | | | |
| Bill Pay Services Status: Channel Review | | | | | |
| Internet/Wireless Billing: <input type="checkbox"/> | | Description: <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | | | |
| Bill Pay 2: <input type="checkbox"/> | | | | | |
| Online Statements: Not Enrolled | | | | | |

SSN lookup has been completed.

File | Applications | Settings | Maintenance | Solar | Look Up | Col Editing | Help

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Sales Offers

SO36 CONSUMER OFFER - Mortgage Cross to Bank Customers

Acct Number/SSN: 4123456789 / 5123456789 /

Campaign Information: Mortgage Cross to Bank Customers

Suggested Script: Recently Wells Fargo Home Mortgage sent you a letter regarding low mortgage interest rates. We're finding that many customers can substantially reduce their monthly mortgage payment by refinancing with Wells Fargo Home Mortgage. Because rates are among the lowest they've been in years, now may be a great time to consider refinancing.

May I connect you to a home mortgage consultant to discuss your refinancing options?

If yes, warm transfer to Mortgage Consultant at 1-800-550-3476.

Not Offered Referred Declined Considering

Submit

Cancel

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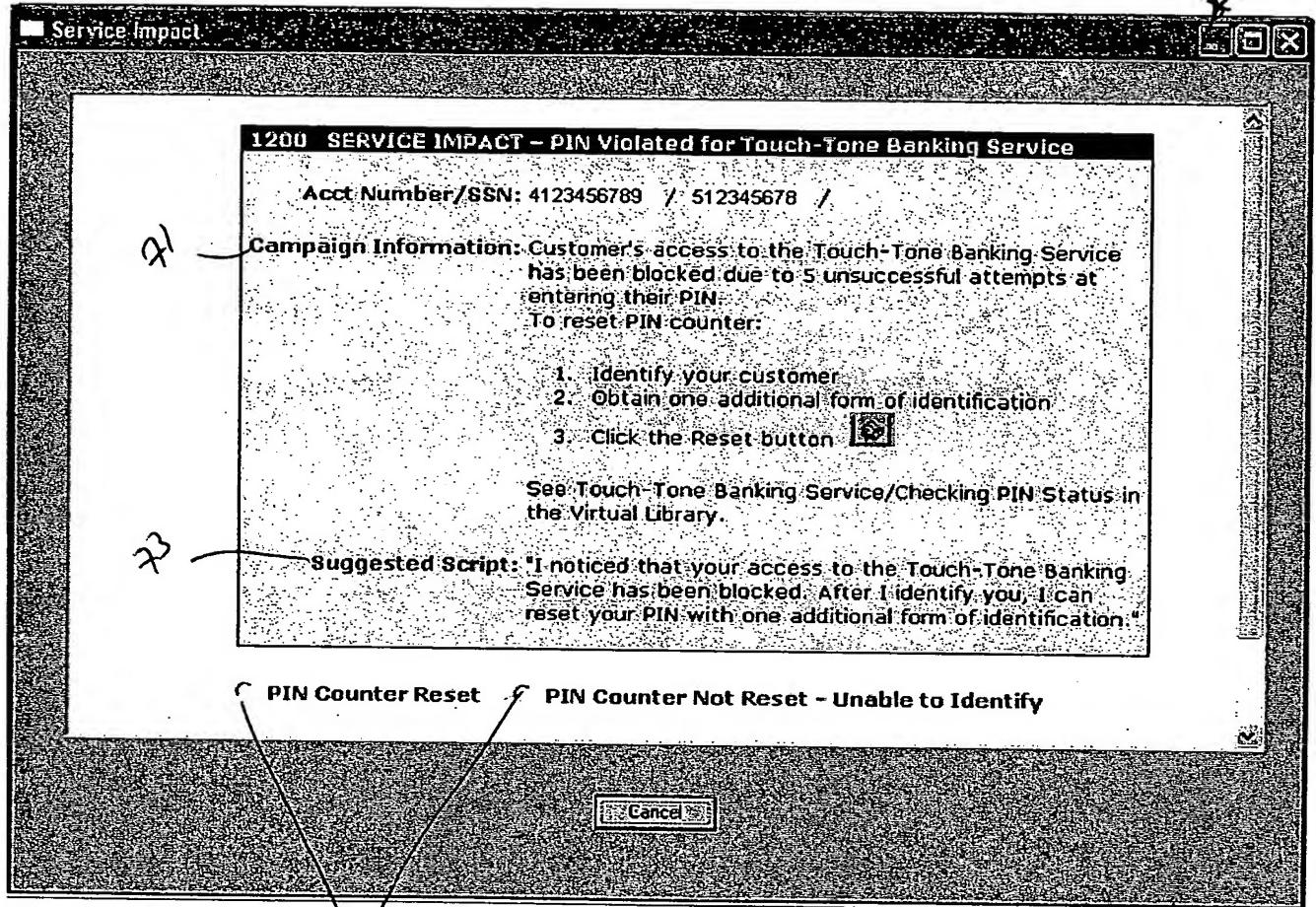


Fig 7

This screen is presented when the sales and service offer has been presented earlier that day.

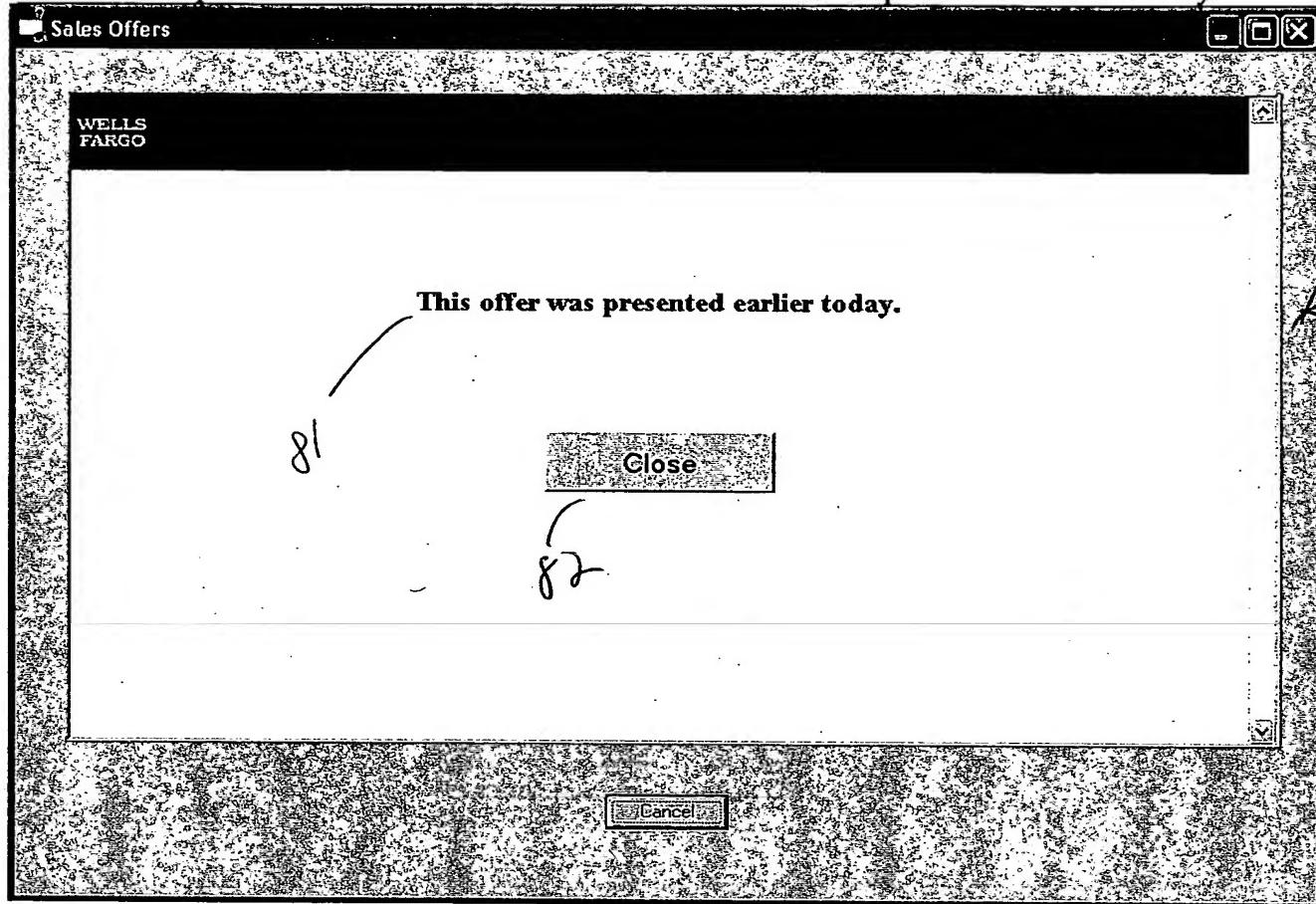


Fig. 8